

# DIVERSICARE news

## New Diversicare transport program for Toowoomba



Earlier this year, Diversicare was successful in obtaining HACC funding to provide transport services and Commonwealth funding for the Extended Communities Visitors Scheme (CVS) in the Darling Downs region.

In July, Sylvie Hayere was appointed the Transport and Volunteer Coordinator for the program, which runs out of the Freedom Total Aged Care Village in Toowoomba. Sylvie has had extensive experience working with CALD communities in this region for several years.

She states that setting up the program has been challenging but she has enthusiastically embraced the role which has allowed her to meet so many wonderful residents of Toowoomba and to provide a service for over 65's that is much needed.

"The program is taking shape and we are always looking for volunteers as well as clients. We have recruited two volunteer drivers, who are wonderful. They are very reliable and extremely dedicated in providing the best support they can to consumers," she says. We recently received many expressions of interest from experienced drivers who want to get involved which is very promising.

The program has supported over 20 local residents with visits to hospitals, doctors' surgeries, clubs, hairdressing salons and leisure centres.

"We have one lady that the volunteer drivers regularly transport to the local TAFE college to study English. It is wonderful to see her enthusiasm when travelling with her to and from classes; the service has changed her life," Sylvie says.

With an increase in the Extended Communities Visitors Scheme funding, the service continues to seek out new clients and volunteers. Sylvie adds the collaboration with Carers Queensland in Toowoomba has been very successful.

### Don't forget

Over the holiday period, please contact the Diversicare office on **1300 348 377** when:

- you need to cancel or change temporary or permanent services
- you need to let us know you are going away on holidays
- you would like to find out what time your service is

In case of an emergency please call your Community Care Coordinator or call the Diversicare office.

*We wish you a safe and happy festive season and all the best in 2015.*



Diversicare services are funded by:

## 5 minute profile



**Name:** Cicy (Xiangrong) Zheng

**Title:** Receptionist/Administration

### **How long have you been with Diversicare?**

A couple of months, since September this year.

### **What is the most rewarding aspect of your role?**

All the staffs, HCW and clients are very friendly and when I come to work, I can always be happy. Moreover, I believe speaking with people from different culture has improved my speaking and listening English skills a lot.

### **What is the most challenging aspect of your role?**

The most challenging part also come from the part that benefits me mostly: I speak to a great many clients and many Home Care Workers and I think I am getting better.

### **What languages do you speak or what is your nationality?**

Mandarin is my mother tongue and I am also fluent in Cantonese, English and Fuzhounese.

### **What has been your career highlight so far?**

I graduated from my university last year and this is my second full-time job and I feel I have been very lucky.

### **What was your first job?**

I worked as a migration assistant/administration in Brisbane city before I came to Diversicare, where I started working with multi-cultural people.

### **How do you relax?**

I love to swim, relax in a swing and or go travelling.

### **Your favourite holiday destination?**

It is Jiuzhai Valley National Park in Sichuan Province, China which is a World Heritage Site. It has different view for the four seasons and I would love to go back to see all of them. Go to <http://en.wikipedia.org/wiki/Sichuan>

## Chinese respite with Kenalina



My name is Kenalina and I arrived in Australia around 3 years ago. I am a Home Care Worker who has worked for Diversicare for over 2 years. In the past I worked in the childcare industry for over 20 years.

Yet, I did not regret giving up my previous role, because I believe that I should take care of the elderly, just like what previous generations have done. I really love my job because I enjoy helping the elderly and I love to gain their respect and gratitude.

In my previous role in childcare, I organised different events. Hence, I have been able to use my skills organising activities for Chinese Respite. Our new respite centre provides me with better resources to organise a wide range of activities. For example, I organised the first ever sporting carnival in the centre in August.

On that day, I organised about 10 activities, such as Tai Chi, dancing, pumper-man, throwing at target, moving boxes and football. The climax of the day was awarding the winner in each category with a gold medal.

Seeing the enthusiasm of our clients towards the event has equipped me with confidence in planning future activities. I will also endeavour to gather these experiences and introduce different multicultural programs to all my clients, because this is what they all deserve!

## Out & about



Above: The Lao respite group visiting Captain Burke Park at Kangaroo Point

## What's On at West End CONNECT



*The Spanish group at the Roma Street Parklands*

Summer is here which means our respite attendees are making the most of the beautiful Queensland weather. Some of the activities that the **Spanish and German groups** have recently participated in were visiting the Roma Street Parklands, where they strolled through the world's largest subtropical garden that is located in a city centre (it covers 16 hectares).



The **Vietnamese** group visited Huong's restaurant at West End (above photo) to celebrate one of the group's birthday. At the respite centre itself, participants enjoyed activities such as ethnic music, dance and physical exercises. The **Croatian, Chinese and Lao group** participated in Tai Chi classes which aim to strengthen and improve their coordination and cognition skills.

Both the **Samoan** group and the **Lao** group relaxed at Captain Burke Park at Kangaroo Point before having lunch at East Leagues Club at Coorparoo. A happy **Croatian** group had lunch at the Redlands Sports Club at Wellington Point and the **Spanish** group enjoyed a stroll along Woody Point at Redcliffe. In the next few days and weeks our attendees will be attending respite Christmas parties at various venues throughout Brisbane.

## Out & about



*Above: Chinese group at Marine Parade, Labrador. There was a display of feeding the birds by Charis Seafood Restaurant.*



*Above: The Samoan group at Kangaroo Point jamming with their ukeleles.*



*Above: The Croatian group at the Redlands Sports Club*



## WOULD YOU LIKE TO DONATE TO DIVERSICARE?

With your support we can continue to achieve and promote quality outcomes for our clients.

Title Mr  Mrs  Miss  Ms  Dr  Rev  Other (please state) \_\_\_\_\_

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Please find attached my: cheque or money order (**payable to Diversicare**)

for \$5  \$10  \$20  \$30  \$50  \$100  \$150  \$500  or **other amount \$** \_\_\_\_\_

Return this slip to Diversicare: PO Box 5199, West End QLD 4101

Donations over \$2 are tax deductible

Diversicare values your privacy. We comply with the Privacy Act and do not share your details with any third party.



### Are you prepared for the storm season?

Summer is storm season in Queensland and it's important that we are all prepared and know what to do when a storm occurs. Here's what to do now:

- Make sure Diversicare has up to date information regarding your emergency contacts.
- Put together an emergency kit. It should contain a torch with spare batteries, a battery operated radio

and spare batteries, a supply of essential medication, a first aid kit, some tinned food and bottled water.

- Make sure you know which radio station to listen to for information and updates. Your local ABC station on the AM band is usually the best.

**During a storm:** Shelter in the strongest part of your home and listen for updates on the radio. Make sure that you have your emergency kit and any important documents with you in a waterproof bag.

#### After the storm

For life threatening emergencies call – **000**

For temporary roof repairs and sandbagging call the State Emergency Service (SES) – **132 500**

For information or to report a power outage call Energex on – **13 62 62**

**Before or after a storm, if you need assistance, call Diversicare on 1300 348 377.**



PO Box 5199, WEST END QLD 4101

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